

Instructions for Faxing Part D problem cases to the CMS Medicare Part D Assistance Center
Fax 206 615-2363

The Assistance Center has been created to help in critical situations where people are not able to get their needed medications. People should always attempt to resolve problems by calling 800 Medicare **and** their Prescription Drug Plan. If after contacting 800 Medicare and the drug plan the individual still cannot access the prescriptions they need, a case should then be submitted to the Assistance Center. Cases submitted to the Assistance Center need to contain the following information:

Complainant Information

(IF NOT BENEFICIARY)

DATE THE PERSON CONTACTED 800 MEDICARE AND THE DRUG PLAN
NAME
TELEPHONE
ADDRESS
EMAIL

Beneficiary Information

NAME	MEDICARE #	DUAL ELIGIBLE: YES NO
TELEPHONE	MEDICAID #	
ADDRESS		
EMAIL		
PART D PLAN NAME & NUMBER		
DATE OF INCIDENT		
DATE OF BIRTH		
DATE OF ENTITLEMENT TO MEDICARE		
NATURE OF COMPLAINT		

The CMS Regional Office is aware of many of the problems that are occurring regarding enrollment and extra help subsidies. System upgrades are being made and additional staffing is being made available at the drug plans and at 800 MEDICARE. CMS is aware of the general problems occurring with the program. **Please only use the Assistance Center for critical issues involving people who cannot access their medications.**

DO NOT INCLUDE MEDICARE NUMBERS IN EMAILS!

PLEASE FAX CASES TO: (206) 615-2363